



Michigan  
*Office of the Auditor General*  
**REPORT SUMMARY**

*Performance Audit*

*Central Reservation System*

*Department of Natural Resources*

Report Number:  
75-216-03

Released:  
March 2004

*The Department of Natural Resources (DNR) developed and implemented the Central Reservation System (CRS) for campground reservations in 1995, whereby campers could make reservations at any of the 69 State park campgrounds. DNR expanded CRS in April 2001 to include boat slip reservations at certain harbors within the State. Campers and boaters can make reservations up to six months in advance of their planned arrival date through CRS by either phoning the central call center or accessing CRS through DNR's Web site.*

***Audit Objective:***

To assess the effectiveness of DNR's administration of CRS.

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***Audit Conclusion:***

DNR's administration of CRS was generally effective.

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***Reportable Conditions:***

DNR needs to identify unfair reservation practices and implement changes to ensure that its underlying reservation and cancellation policies are effective in promoting a fair and equitable system for all customers using CRS (Finding 1).

DNR did not ensure that its management controls were effective in preventing unauthorized access and use of CRS (Finding 2).

DNR had not established effective policies and procedures to help ensure that field personnel did not make advance reservations through direct contact with customers (Finding 3).

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***Agency Response:***

Our audit report contains 3 findings and 3 corresponding recommendations. DNR's preliminary response indicated that it concurred with our findings and recommendations.

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A copy of the full report can be  
obtained by calling 517.334.8050  
or by visiting our Web site at:  
<http://www.audgen.michigan.gov>



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